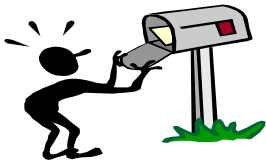


For Cash Programs  
You may qualify to be  
exempt from using EBT  
or a stagger day change



**Exemptions from using EBT**  
You can receive your cash benefits by mail if:

- You Are Age 65+
- You Are Disabled
- You Have Limited Access

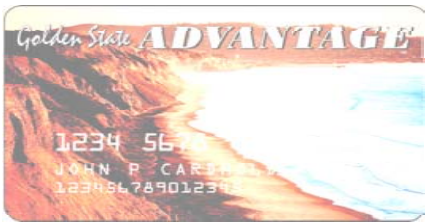


**Stagger Day Change Reasons**  
You can receive your cash benefits on the 1<sup>st</sup> if:

- You Live In Public Housing (Not Section 8 Housing)
- You have an Eviction Threat or Landlord Hardship (late fees imposed)

If you meet any of the above conditions, be sure to let your Eligibility Worker know as soon as possible.

County of Los Angeles/Department of Public Social Services (DPSS)  
Electronic Benefit Transfer (EBT)  
Privacy Policy



**WHAT INFORMATION *DOES* DPSS GET?**  
Each time you use your EBT card, DPSS only gets the following information about you:  
The date and time your card was used, if the card was used for cash or Food Stamps, where you used your card, and the amount of cash or food stamps used.

**WHAT INFORMATION DPSS *DOES NOT* GET?**  
The store does not tell us what you bought. The EBT system does not receive information about what was purchased and is not linked to the stores customer club/reward card.

**WHAT DOES DPSS, CALIFORNIA DEPARTMENT of SOCIAL SERVICES, THE UNITED STATES DEPARTMENT of AGRICULTURE, AND THE DISTRICT ATTORNEY DO WITH THE INFORMATION?**

The Government uses this information to:  
Pay the store/bank for the money, food, or other items received from them, identify and resolve problems reported by you or the store/bank, look at specific store or participant patterns of EBT card usage for possible store or participant fraud, prepare reports used for accounting and managing of the EBT System, and determine if there are enough places for you to get your benefits in your neighborhood.

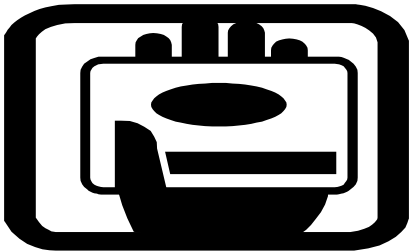
**WHAT DPSS *DOES NOT* DO WITH THE INFORMATION?**  
With two exceptions, we do not use this information to determine if you are eligible for aid or the amount of aid you will receive.  
The two exceptions are:  
If you receive General Relief and you do not use your EBT card for two months, your case will be terminated.

If you do not use your EBT account for 90 days or more, you may not be able to get your benefits easily.

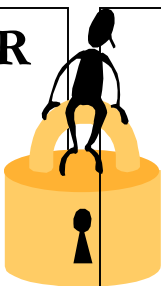
Information about you **will not** be given to retailers or advertisers.  
Information about you **will not** be given to INS.



EBT TIPS



# PROTECTING YOUR EBT CARD



- Keep your card in a safe place.
- Do not let anyone use your card without your permission.
- Do not write your PIN on your EBT card.
- Do not keep a written record of your PIN in the same place as your EBT card.

**KEEP YOUR EBT ACCOUNT INFORMATION PRIVATE.**

## Lost or stolen cards

**MUST be reported immediately to the Customer Service Center**

**Please call: 1 (877) 328-9677**

24 hours a day / 7 days a week

**Hearing Impaired (TTY)**

**1 (800) 735-2929**

Telecommunications relay service for hearing/speech impaired

- If your card is lost or stolen, call Customer Service right away. They will put a lock on your card and tell you how to get a new card.
- It may take up to 4 business days to get a new card.

**EBT** - Electronic Benefit Transfer  
**PIN** - Personal Identification Number  
**ATM** - Automated Teller Machine

# WALK-UP ATM<sub>s</sub>

- If you see or sense suspicious persons or circumstances,
  - **Do not** use the ATM or
  - If you are in the middle of a transaction, cancel it, leave the area, and come back later, or use another ATM.
- When using a walk-up ATM, do not leave your keys or valuables behind in the car and **NEVER** leave your car engine running.
- Have your EBT card ready - avoid having to go through your wallet or purse to find your card.
- When waiting in line, stand well behind the person in front of you. If someone is too close to you, ask him or her to step back.
- Make sure no one can see you enter your PIN at the ATM; block the view of other people by standing directly in front of the PIN key pad.
- Do not count or show your money at the ATM. Put your cash, card and receipt away quickly and count it later.
- To keep your account information confidential, take receipts/transaction records with you.



# USING THE ATM AT NIGHT



- **Be aware of your surroundings.**
- Park in a well-lit area.
- If the lights around the ATM are not working, do not use it. If bushes or trees block your view, select another ATM. Notify the bank of unsafe conditions.
- Take someone with you, if possible.

**If you must go to the ATM after dark, use one located inside an open business, like a grocery store.**



**Report all ATM crimes to the local police department.**

# DRIVE-UP ATM<sub>s</sub>

- Always lock your car **doors**.
- Be sure your passenger windows are rolled up and doors are locked.
- Keep your car running while performing your transaction.



## ATM SAFETY TIPS

If you notice anything **or** anyone **acting** suspicious, use another ATM or return later.

Lock your car and have your card ready.

Block the keypad while entering your PIN.

Do not count or **show your money** at the ATM. Put your **cash, card and receipt away quickly** and count it later.

*Remember:*

**If your benefits are stolen before you report your card missing, your benefits will not be replaced**

**To report lost or stolen cards  
Immediately call:  
1(877) 328-9677  
24 hours a day/7 days a week**